

## **ACTION FORM**

<b>PROCEEDING</b> Council Meeting	
<b>DEPARTMENT OF ORIGIN</b> Town Hall	<b>DATE SUBMITTED:</b> 07/26/19
<b>PREPARED BY:</b> Terry Tieman	
<b>SUBJECT:</b> Emergency telephone system upgrade	
<b>REFERENCE:</b>	
<b>RELATED PROJECT:</b>	
<b>REVIEWED BY:</b>	
<b>EXHIBITS:</b>	
<b>EXPENDITURE REQUIRED:</b> Approximately \$10,000	<b>AMOUNT BUDGETED:</b> \$0
<b>FUNDING SOURCE (Dept./Page in CIP &amp; Budget):</b> Realty Transfer Tax Reserve	
<b>TIMETABLE:</b> As soon as approved a contract will be set to replace the system. We expect this to take less than one month.	
<b>RECOMMENDED ACTION:</b> Upgrade the current phone system with a reliable phone system.	

### **BACKGROUND AND ANALYSIS**

Our current Toshiba phone system was last upgraded around 1995. New phones were purchased in approximately 2015. The current system can no longer be maintained. Our maintenance provider has retired from business and we cannot find another business to support this system. We have been experiencing problems with the call-forwarding feature, which is causing increased and unnecessary call volume to the Police on-duty cell phone. We were able to get our retired service provider to come and repair the system, but it unfortunately reverted back to the problem.

In our search for a new provider we discovered that Toshiba no longer makes phone systems or phones.

It is no longer wise to rely on the current system to provide reliable service.

We requested proposals from four providers for an upgraded phone system. They include:

- Delmarva Tele-Plus, Inc.,
- Comcast Business,
- Martel, and
- Hilyard's Business Solutions.

We should receive all the proposals by the Council Meeting on July 26, 2019. At that meeting, I will provide information about the systems and a more specific recommended action.